

What is claimed is:

5 1. In a communication center having agent workstations, server-based software tools, and server-based data storage, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the system comprising:

a proxy server executing a software suite;

10 a first two-way data link between the proxy server and one of a server or a workstation at the communication center; and

a second two-way data link between the proxy server and the light device used by the remote agent;

15 characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light device, establishes a connection to a server or a workstation at the communication center over the first two-way data link at direction of the light device, accesses data and operates software at the communication center on behalf of and according to direction from
20 the light device, transforms the data and results of the software operations into a form useable by the light device, and transmits the transformed information to the light device via the second two-way data link.

25 2. The system of claim 1 wherein the light device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.

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3. The system of claim 1 wherein the proxy server is a LAN-connected server in the communication center, the first two-way data link being the communication center LAN.

5 4. The system of claim 3 wherein the second two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

10 5. The system of claim 1 wherein the proxy server and the light computer device each execute an instance of a Nano-browser enabling Internet Protocol communication over the second data link.

15 6. In a communication center having agent workstations, server-based software tools, and server-based data storage, a method for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the method comprising the steps of:

20 (a) establishing a connection between the light device and a proxy server over a first two-way data link;

(b) ascertaining hardware and software characteristics of the light device over the established connection on the first data link;

25 (c) establishing a connection between the proxy server and one of a server or a workstation at the communication center over a second two-way data link at direction of the light device;

(d) accessing data and operating software at the communication center on behalf of and according to direction from the light device;

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(e) transforming the data and results of the software operations into a form useable by the light device; and

(f) transmitting the transformed information to the light device via the first two-way data link.

7. The method of claim 6 wherein the light device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.

10 8. The method of claim 6 wherein the proxy server is a LAN-connected server in the communication center, the first two-way data link being the communication center LAN.

15 9. The method of claim 8 wherein the second two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

20 10. The method of claim 6 wherein the proxy server and the light computer device each execute an instance of a Nano-browser enabling Internet Protocol communication over the second data link.

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